



City of Bloomington Utilities Frequently Asked Questions

What services are provided by City of Bloomington Utilities?

*City Utilities Department provides water, wastewater and storm water services to Bloomington and part of the surrounding area. Click [here](#) for details on these services. City Utilities Department **does not** provide electrical, gas or cable TV service.*

When is my Utility bill due?

All utility bills are due on the same date, near the end of each month. The exact day will vary slightly from month to month.

How can I pay my water bill?

You have five basic options:

AQUA PAY --Sign up for our preauthorized automatic payment option, which allows for prompt payment directly from your checking or savings account each month on the date your bill is due.

Online Payment --Our online payment option is a one-time draw directly from your bank account. You will need your bank account number and bank routing number for this option.

Mail --Payment stubs should be mailed in the envelopes provided to:

**CITY OF BLOOMINGTON UTILITIES DEPARTMENT
ACCOUNTS RECEIVABLE
PO BOX 2500
BLOOMINGTON IN 47402-2500**

Drop box --You may use the drop box at our offices at 600 E. Miller Drive (corner of South Henderson Street & East Miller Drive).

In Person --You may pay in person at our office at 600 E. Miller Drive (corner of South Henderson Street & East Miller Drive), Monday through Friday between 8 am and 5 pm.

What if I can't pay my bill by the due date?

Options are available. Please contact Customer Service to discuss your specific needs at 349-3930.

How much is a typical water and sewer bill?

The bill is calculated based on the size meter you have and the amount of water you use. Most residential households are served by 3/4 inch meters. The following table shows the calculations for a typical residential customer in the city limits with two people and four people living in the household. Please see the rate schedule for more information. These rates effective March 2, 2011.

Number in Household	2 People	4 People
Meter Size	3/4"	3/4"
Gallons Used	5,000	10,000
Units Used	5	10
Fixed Water Charges-Meter	\$5.20	\$5.20
Fixed Water Charges-Fire	\$1.94	\$1.94
Water Charges-Usage	\$2.47 x 5 units = \$12.35	\$2.47 x 10 units = \$24.70
Water Charges-Tax	(\$12.35 + \$7.14) x 7% = \$1.36	(\$24.70 + \$7.14) x 7% = \$2.23
Wastewater Charges-Meter	\$4.26	\$4.26
Wastewater Charges-Usage	\$4.16 x 5 units = \$20.80	\$4.16 x 10 units = \$41.60
Stormwater Charge	\$2.70	\$2.70
Total Bill	\$48.61	\$82.63